



- a. Respondent made a total loss settlement offer based on market driven valuations.
- b. Respondent failed to pay title, registration and other fees incident to transfer of evidence of ownership of a comparable automobile.

5. After confirming the complaint, the Department requested further information from Respondent. Specifically, the number of Rhode Island total loss claims that were not settled in compliance with RI General Law 27-9.1-4(25) and Insurance Regulation 73 and the number of all Rhode Island claims that were not settled in compliance with Insurance Regulation 73, Section 8(A)(4) since the Prior Agreement was executed.

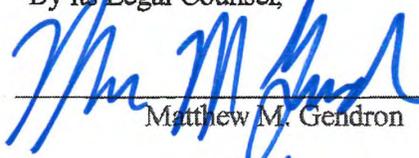
6. Respondent conducted a prompt and thorough investigation of two thousand one hundred sixty-nine (2,169) applicable claim files.

THEREFORE, based on the foregoing, Respondent and the Department have decided to resolve this matter without further administrative proceedings and hereby agree to the following resolution:

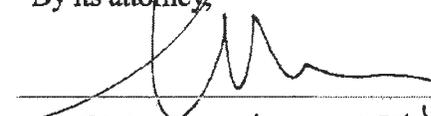
1. One hundred twenty-six (126) refunds totaling \$103,512.27 plus interest were owed (and paid) because NADA values had not been considered.
2. One hundred fifteen (115) title fees totaling \$6,035.67 plus interest were owed (and paid).
7. Respondent has taken every step possible to comply with Insurance Regulation 73 Section 8, Insurance Bulletin 2014-2, and RI Gen Law 27-9.1-4(25). Since the changes were implemented in January of 2017 there have been no further violations.
3. Respondent will pay a fine of \$30,000.

Counsel for the Department and Respondent hereby consent and agree to the foregoing on behalf of their respective clients the 26<sup>th</sup> day of August 2017. <sup>SEPTEMBER</sup>

Department of Business Regulation  
By its Legal Counsel,

  
\_\_\_\_\_  
Matthew M. Gendron  
10/6/2017

Liberty Mutual Insurance Group  
By its attorney,

  
\_\_\_\_\_  
SEBESTJEN MARTENS  
REGULATORY COUNSEL,  
GLOBAL COMPLIANCE & ETHICS